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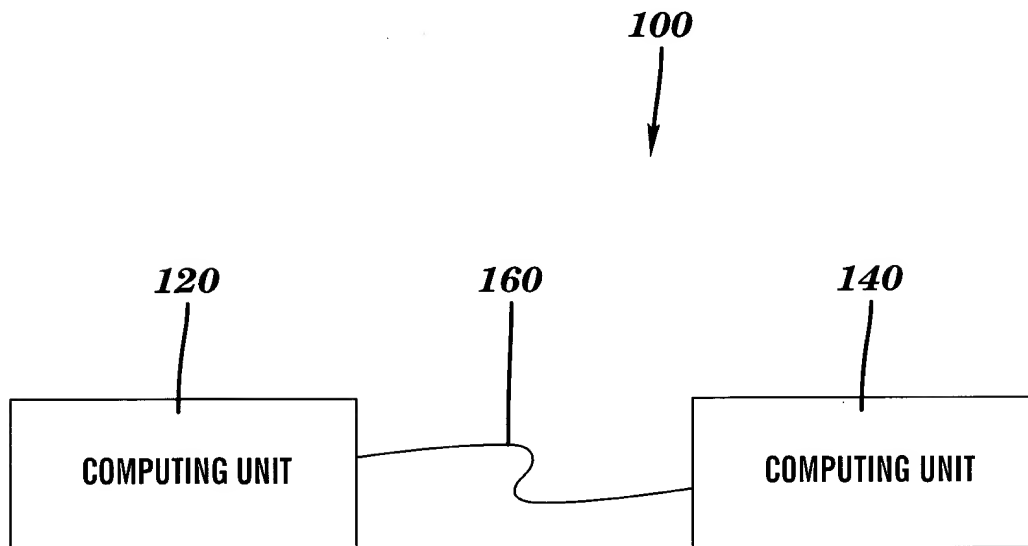


FIG. 1



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200

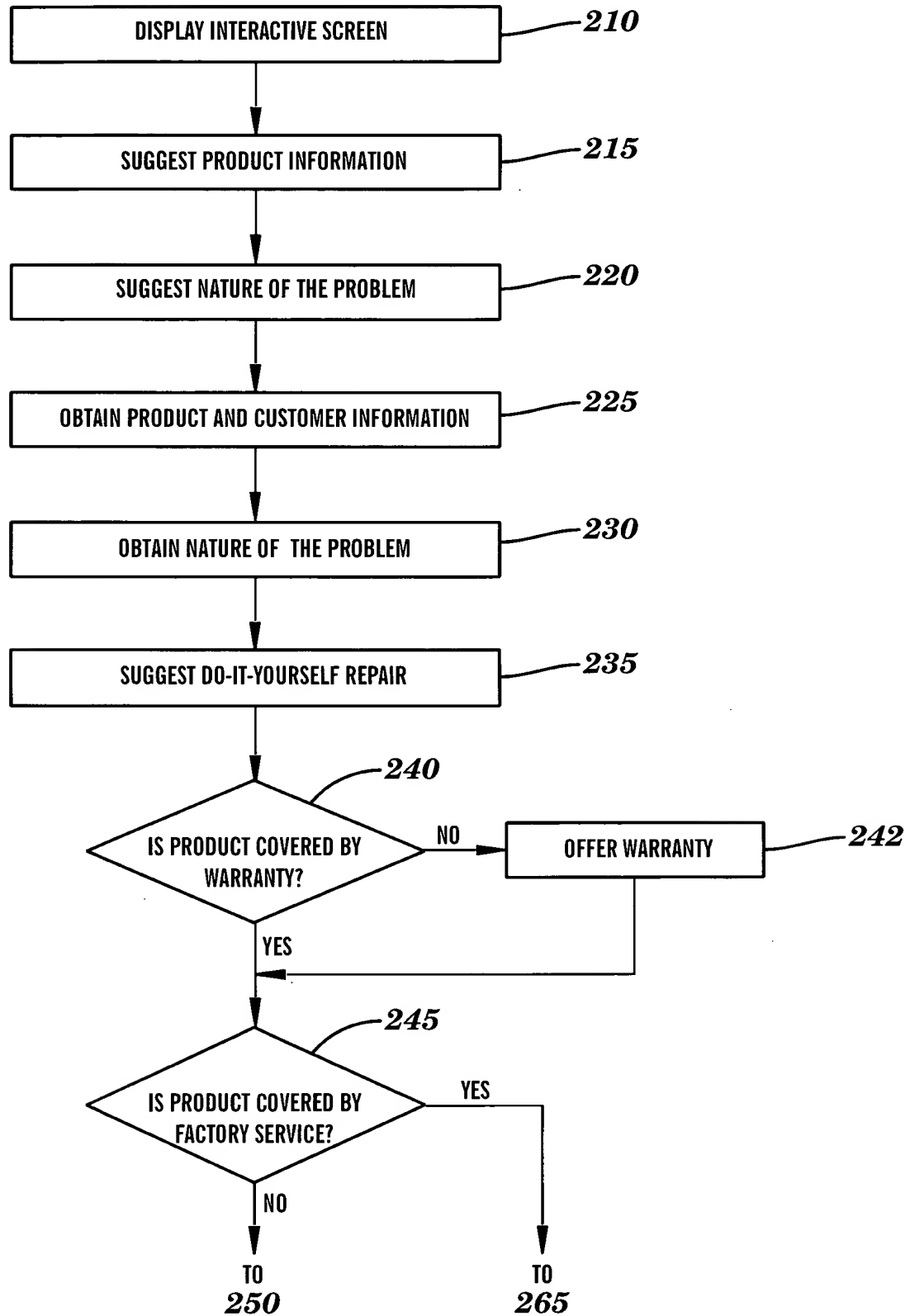


FIG. 2



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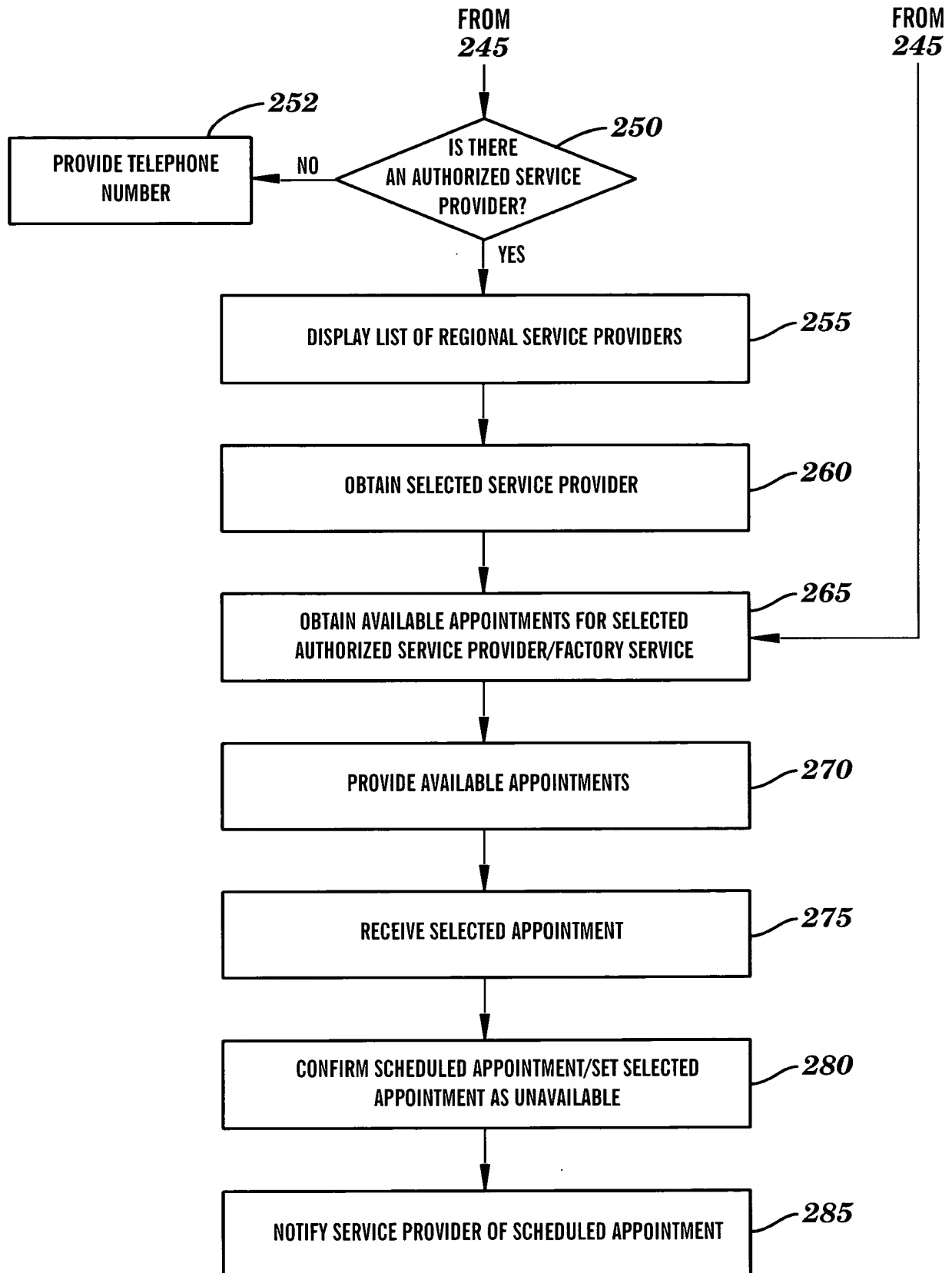


FIG. 3



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400

HOME		WHAT'S HOT	ANSWER CENTER	WHERE TO BUY	QUICK SEARCH
SHOPPER'S GUIDE		PARTS AND ACCESSORIES			GO

PRODUCT INFORMATION 410	
* PRODUCT TYPE ▼ 412	* BRAND ▼ 416
* MODEL NUMBER ▼ 414	* SERIAL NUMBER 418
* AGE OVER ONE YEAR ▼ 420	* SERVICE CONTRACT NUMBER 430
* NATURE OF PROBLEM (DROP DOWN BASED ON PRODUCT/MODEL) ▼ 430	
* ADDITIONAL INFO (SCROLL)	
CUSTOMER INFORMATION	
* FIRST NAME	* LAST NAME
* STREET ADDRESS	* APT. NUMBER
* CITY	* STATE ▼
* PHONE HOME	* ZIP CODE ▼
* PHONE WORK	
* EMAIL ADDRESS	
CONTINUE TO SCHEDULE SERVICE 460	

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

FIG. 4

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500

HOME

WHAT'S HOT

ANSWER CENTER

WHERE TO BUY

QUICK SEARCH

GO

SHOPPER'S GUIDE

PARTS AND ACCESSORIES

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

SCHEDULE SERVICE CALL

APPOINTMENT PREFERENCES (CLICK ON CHOICE)

	MON	TUE	WED	THU	FRI	SAT
NEXT WEEK	11/01	11/02	11/03	11/04	11/05	11/06
EARLY 8-12						
MID DAY 10-2						
AFTERNOON 1-5						
EVENING 3-5						

GREEN BLOCKS INDICATE AVAILABLE TIME SPANS

SPECIAL INSTRUCTIONS

CALL AHEAD ...PAGE ME 30 MIN. AHEAD OF TIME, ETC.

CONTINUE TO CONFIRM SERVICE

FIG. 5



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600

				QUICK SEARCH		GO
HOME	WHAT'S HOT	ANSWER CENTER	WHERE TO BUY			
SHOPPER'S GUIDE		PARTS AND ACCESSORIES				

SCHEDULED SERVICE CALL

A FACTORY SERVICE TECHNICIAN WILL BE OUT TO SERVICE YOUR APPLIANCE ON {DATE} BETWEEN {SPAN START} AND {SPAN END}

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

{SPECIAL INSTRUCTIONS FOR CONSUMER-PRICE ESTIMATE- SOMEONE WILL CALL TO ENSURE THAT SOMEONE IS OVER 18- PAYMENT IS REQUIRED AT THE TIME OF THE SERVICE-CONTENT IS BASED ON REGION AND ZONE}

630

CONFIRM SERVICE CALL

UPDATE SERVICE CALL

PLEASE USE THIS {PHONE NUMBER} TO REFERENCE YOUR SERVICE CALL. INFORMATION ON PAYMENT, DISCLAIMERS, ETC.

FIG. 6



Applicant: Kevin Michael Ruppelt et al.; Atty Dkt. No. 9D-EC-19348
Title: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE
SERVICE CALL SCHEDULING; John S. Beulick, Armstrong Teasdale LLP,
One Metropolitan Square, Suite 2600, St. Louis, MO 63102; (314) 621-5070

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700

HOME				WHAT'S HOT	GE ANSWER CENTER	WHERE TO BUY	QUICK SEARCH
SHOPPER'S GUIDE				PARTS AND ACCESSORIES	<input type="text"/>		
				GO			

AUTHORIZED SERVICE PROVIDER	
REGISTER PRODUCT	PLEASE SELECT FROM ONE OF THE FOLLOWING AUTHORIZED SERVICERS ...
SCHEDULE SERVICE	
UPDATE SERVICE	
PARTS AND ACCESSORIES	
EXTENDED WARRANTIES	
FAQ'S	
USE AND CARE	

SELECT	JOE'S APPLIANCES (502) 452-0000 13 ELM ST. ANY CITY, KY 40222
SELECT	STEVE'S REPAIR (502) 452-1111 15 ELM ST. ANY CITY, KY 40220

FIG. 7



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800

HOME

WHAT'S HOT

GE ANSWER CENTER

WHERE TO BUY

QUICK SEARCH

GO

SHOPPER'S GUIDE

PARTS AND ACCESSORIES

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

AUTHORIZED SERVICE PROVIDER

PLEASE SELECT YOUR PREFERRED SERVICE WINDOW

APPOINTMENT DATE PREFERENCE (CLICK ON CHOICE)

NEXT WEEK	MON	TUE	WED	THU	FRI	SAT
	11/01	11/02	11/03	11/04	11/05	11/06

AN AUTHORIZED SERVICER WILL CALL YOU TO CONFIRM YOUR APPOINTMENT SHORTLY.

SPECIAL INSTRUCTIONS

CALL AHEAD ...PAGE ME 30 MIN. AHEAD OF TIME, ETC.

CONFIRM SERVICE

FIG. 8



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900

HOME

WHAT'S HOT

GE ANSWER CENTER

WHERE TO BUY

QUICK SEARCH

GO

SHOPPER'S GUIDE

PARTS AND ACCESSORIES

REGISTER PRODUCT

SCHEDULE SERVICE

UPDATE SERVICE

PARTS AND ACCESSORIES

EXTENDED WARRANTIES

FAQ'S

USE AND CARE

950

APPOINTMENT PREFERENCES (CLICK ON CHOICE)

	MON	TUE	WED	THU	FRI	SAT
NEXT WEEK	11/01	11/02	11/03	11/04	11/05	11/06
EARLY 8-12						
MID DAY 10-2						
AFTERNOON 1-5						
EVENING 3-5						

RED BLOCK INDICATES CURRENT SERVICE CALL DATE AND TIME
GREEN BLOCKS INDICATE AVAILABLE TIME SPANS

KEEP CURRENT SERVICE CALL

SPECIAL INSTRUCTIONS

CALL AHEAD ...PAGE ME 30 MIN. AHEAD OF TIME, ETC.

CONTINUE TO CONFIRM SERVICE

FIG. 9